

Beyond the Walls

A Guide to Services for Families Affected by Incarceration

Washington State Department of Social and Health Services

Aging and Disability Services Administration
Children's Administration
Economic Services Administration
Health and Recovery Services Administration
Juvenile Rehabilitation Administration
Planning, Performance and Accountability



This is DSHS

DSHS includes multiple administrations and offices that offer services and supports to families and communities. These administrations and offices are listed below, along with a summary of the services provided:

Aging and Disability Services Administration (ADSA) www.adsa.dshs.wa.gov

- Investigates alleged abuse, neglect or exploitation of vulnerable adults.
- Licenses and monitors nursing homes, boarding homes and adult family homes.
- Provides services for low-income elderly at home so they can continue to live in their homes.
- Provides people with developmental disabilities help with eating, bathing and personal care so they can live at home.
- Provides residential care for people with developmental disabilities, when appropriate.
- Provides early intervention services for infants and toddlers, birth to three, and their families.

Children's Administration (CA) www.dshs.wa.gov/ca

- Investigates suspected child abuse or neglect.
- Provides out of home care for children who are unable to live with their biological parents with licensed foster parents and relative caregivers.
- Makes sure a permanent living plan is developed for each child in out-of-home care through returning home, adoption, or guardianship.
- Provides crisis intervention services to families in conflict with their teenager.

Economic Services Administration (ESA) www.dshs.wa.gov/esa

- Provides cash assistance to needy families with children while helping their parents find jobs.
- Provides food assistance.
- Makes sure that parents who have custody of their children receive their court-ordered child support payments.

Health and Recovery Services Administration (HRSA) <http://fortress.wa.gov/dshs/maa/index.html>

- Provides health insurance for those with low incomes so proper medical care is available when babies are born, children are sick and adults have medical problems.
- Assists people with mental illness live in the community.
- Operates hospitals for people with severe mental illness.
- Offers drug and alcohol prevention and treatment services for those who cannot afford it.

Juvenile Rehabilitation Administration (JRA) www.dshs.wa.gov/jra

- Houses and treats juvenile offenders in secure facilities and provides supervision following release.

Planning, Performance and Accountability (PPA) <http://www.dshs.wa.gov/rda/default.shtm>

- Provides research and evaluation services to DSHS administrations
- Assists administrations in strategic planning
- Provides planning and performance assistance to programs and administrations.
- Provides coordination of work in the following areas: housing, children and families of incarcerated parents, and offender re-entry policies and services.

Office of the Secretary:

***Special Commitment Center* www.dshs.wa.gov/hrsa/scc**

- Provides mental health treatment, in secure facilities, for civilly-committed sex offenders.

***Vocational Rehabilitation* www.dshs.wa.gov/dvr**

- Helps individuals with disabilities find jobs.

***Indian Policy and Support Services* www.dshs.wa.gov/ipss**

- Works with Washington state tribes on a government-to-government basis to support the development and maintenance of services for tribal communities.

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The Department of Social and Health Services (DSHS) is the state's social service agency for children, families and adults in need. It is a lifeline providing the basics of life to our fellow Washington residents who need a helping hand.

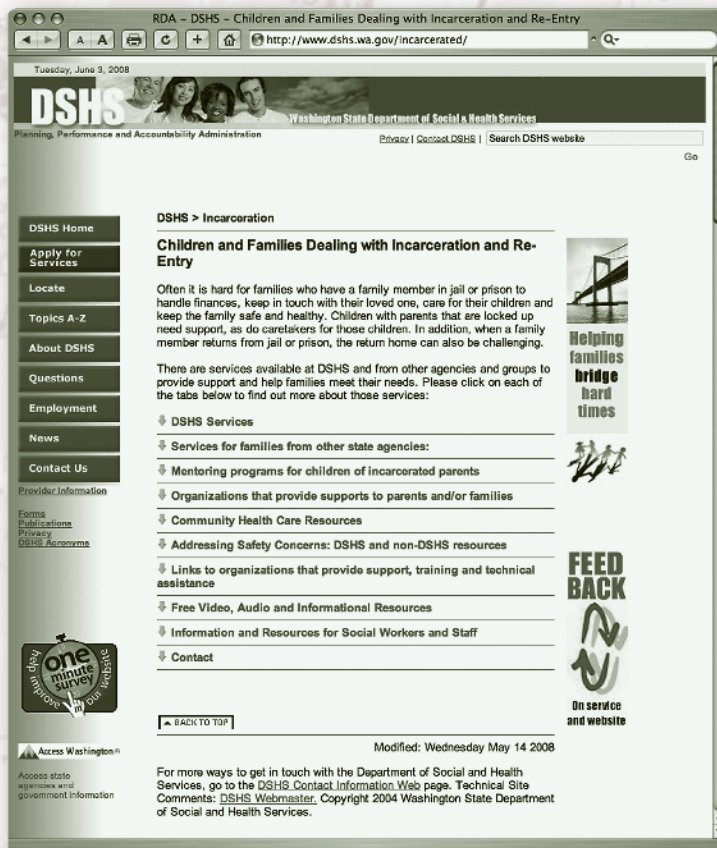
The mission of the Washington State Department of Social and Health Services is to improve the quality of life for individuals and families in need. We help people achieve safe, self-sufficient, healthy and secure lives.

DSHS would never be able to do this massive job without the outstanding assistance of our dedicated staff, foster parents, family members, community partners, religious organizations, private providers and government agencies.

This booklet will help you understand how to access and apply for services, and/or how to assist others in obtaining services. It includes vital information about available programs and tips on how to apply for those services.

Introduction

Often it is hard for families who have a family member in prison, jail, or detention to handle finances, keep in touch with their loved one, care for their children and keep the family safe and healthy. Children with parents that are locked up need support, as do caretakers for those children. In addition, when a family member returns from incarceration or detention, the return home can be challenging.



There are services available at the Department of Social and Health Services (DSHS) and from other agencies and organizations to provide support and help families meet their needs. This publication has been developed to provide information to families and social service staff on DSHS services and services from other agencies that may assist in meeting the needs of families dealing with the incarceration of a family member.

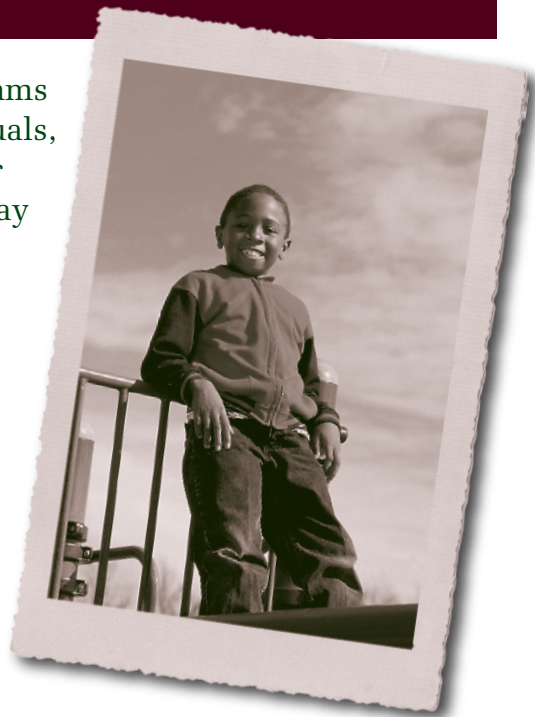
Information for families and staff may also be found at the following website: www.dshs.wa.gov/incarcerated

Frequently Asked Questions

Cash, Child Care, Food, and Medical

There are a number of assistance programs available to help low-income individuals, families, pregnant women, refugees or persons with disabilities meet their day-to-day financial needs.

There are many federal and state rules that affect whether DSHS can provide services to a family. Social workers at the Community Service Offices (CSOs) will work with you to determine if you are eligible for services. You can also use the “The Trial Eligibility Calculator” online to see if you will be eligible for the services you seek. This calculator can be found at **www.dshs.wa.gov/ESA/TEC**.



To apply for cash, child care, food, medical and treatment programs, visit a local DSHS Community Services Office (CSO). You can find the location of your CSO office online, or by calling customer relations at **1-800-865-7801**. You can apply for services at your local CSO, or online at **www.onlinecso.dshs.wa.gov**. Applications can also be requested by calling **1-800-204-6429**. For a list of mailing addresses, see the inside back cover of this booklet.

Other questions may be able to be answered by the Answer Phone at 1-877-980-9220. The Answer Phone is an automated system that helps you get information about your DSHS benefits using a touch-tone telephone. It can help provide information whether you are currently receiving services or newly applying for services.

If you or a family member needs translation services, translation services are available through local CSOs at no cost. Please request assistance at your local CSO. More information is also available at: www.dshs.wa.gov/msa/ltc/about.html.

Free services for the deaf, deaf-blind or hard of hearing are also available. The Office of Deaf and Hard of Hearing can be contacted at: **360-902-8000 Voice/TTY, 1-800-422-7930 Voice/TTY**

Frequently Asked Questions

How can I get child support for my children? How can a parent manage child support debt?

The Division of Child Support (DCS) administers state and federal laws and helps families by establishing child support obligations, collecting and processing child support payments, and reviewing and modifying child support obligations. Families who receive cash or medical assistance automatically receive DCS services. Families who do not automatically receive DCS services can request DCS services.

Parents currently incarcerated or released from prison or jail can also contact DCS to modify their child support order in order to relieve financial strain. In addition, there are also some circumstances in which a parent or relative can request that DCS not pursue child support payments from a parent, mostly if the pursuit of payment would impact the safety of the family. Relatives or custodial parents can request a “good cause” decision to not pursue payment from DCS.

Find materials about DCS services at www.dshs.wa.gov/dcs or contact DCS at: **1-800-442-KIDS**.

How can I get money to pay my bills?

Temporary Assistance for Needy Families (TANF) provides cash and medical help for families in need. Washington State residents who are responsible for the care of children or who are pregnant may be eligible. Many TANF families are required to enroll in the WorkFirst program that helps participants find and keep jobs. To apply, call or visit the local CSO or apply online at www.onlinecso.dshs.wa.gov. Applications can also be requested by calling **1-800-204-6429**.

General Assistance Unemployable (GAU) and General Assistance Medicaid (GAX)

General Assistance Unemployable (GAU) and General Assistance Medicaid (GAX) are state-funded programs that provide cash and medical benefits for persons who are physically and/or mentally incapacitated and unemployable. Apply for GAU at the local CSO or online at www.onlinecso.dshs.wa.gov. Applications can also be requested by calling **1-800-204-6429**.

DSHS Emergency Programs

DSHS provides prompt emergency help to TANF-eligible families dealing with the following situations: eviction, lack of food, homelessness, pregnancy medical issues, utility shut off, domestic violence, medical emergency, non-receipt of benefits, daycare needed due to work, or circumstances which present harm to the client or others. Apply for emergency assistance at your local CSO or online at www.onlinecso.dshs.wa.gov. Applications can also be requested by calling **1-800-204-6429**.



A vertical map of Washington State is positioned on the left side of the page. It shows various geographical features, including the coast, major cities like Seattle, Tacoma, and Spokane, and transportation routes. The map is partially obscured by the text of the page.

Frequently Asked Questions

How can I apply for help with child care bills?

The Working Connections Child Care (WCCC) program helps families pay for child care at licensed or certified child care centers, family child care homes, the homes of relatives who provide care or your own home when an adult comes over to provide care. To apply for WCCC, call **1-800-446-1114**, come in to the local CSO or apply online at **www.onlinesco.dshs.wa.gov**.

How can I find childcare?

Find the local Child Care Resource and Referral Agency in your area by calling **1-800-446-1114**, or by visiting the Washington State Child Care Resource & Referral Network at **www.childcarenet.org**.

How can I get help to buy food?

Food Stamps help low-income individuals and families eat a healthier diet by supplementing their income with benefits to buy more groceries. Residents of Washington State who meet income, resource, citizenship or immigrant status requirements are eligible. Apply for Food Stamps, called Basic Food in this state, at the local CSO or online via **www.onlinecso.dshs.wa.gov**. Applications can also be requested by calling **1-800-204-6429**.

Other agency or community-based programs that help families find general assistance:

Parent Help 1-2-3

This organization helps families find health and food resources. Their website is at: **www.parenthelp123.org**. They can also be reached at: **1-866-585-1123**

Washington Information Network 211

211 is an easy-to-remember phone number for people to call for health and human service information and referrals and other assistance to meet their needs. In many areas individuals can access resource information by dialing **211** on a telephone. If that is not an option, call **1-877-211-9274**, or see their website at: **www.win211.org**.

The Family Help Line (Parent Trust Washington)

This free telephone service provides support and resource referrals to families in crisis. They offer live support in English and Spanish and parent coaching, as well as a range of information relevant to families. They can be reached at: **1-800-932-HOPE**, or **www.parenttrust.org/families/helpline.asp**.

Within Reach

This non-profit organization helps connect families to health and food resources, and public health providers. They can be reached at: **1-800-322-2588**, or: **www.withinreachwa.org/hotlines**.

Frequently Asked Questions

Washington PAVE

PAVE provides supports and resource referrals to families with disabled children. They can be contacted at **1-800-5-PARENT (v/tty)**, or 6316 South 12th Street, Tacoma WA 98465.

The Northwest Women's Law Center

This Center provides information and low-cost legal referrals to families, caregivers and parents. They can be contacted at **206-621-7691**, or visit **www.nwwlc.org**, or 907 Pine St., Suite 500, Seattle, WA 98101.

Medical Programs

How can I get help with medical assistance?

The Children's Medical program is for children living in Washington State, 18 years of age or under. Apply for children's medical at the local CSO, online via **www.onlinecso.dshs.wa.gov** or by mail. Applications can also be requested by calling **1-800-204-6429**.

Family Medical

The Family Medical program is for families with dependent children, under the age of 19, whose income and resources are below Temporary Assistance to Needy Families (TANF) limits. Apply at the local CSO or online at **www.onlinecso.dshs.wa.gov**. Applications can also be requested by calling **1-800-204-6429**.

First Steps Program

The First Steps program provides medical and support services for pregnant women. Women may be referred by a financial worker at their local CSO. Women not referred can call **1-800-322-2588** to get connected to the program. Participation in First Steps is voluntary.

Family Planning/Take Charge Program

The Family Planning program provides birth control and family planning services for women and men. Those on a Medicaid program are eligible for family planning. An expert at the local CSO will explain options so clients can decide what birth control options would be best for them.



Frequently Asked Questions

Medicare Savings Program

The Medicare Savings programs help low-income Medicare recipients pay for all or part of their Medicare premiums. The Qualified Medicare Beneficiary (QMB) program pays the Part B Medicare premium, and the cost, if any, of the Part A premium. QMB also pays Medicare co-payments and deductibles. Apply for cost-sharing programs at the local CSO, call **1-800-204-6429**, or online at **www.onlinecso.dshs.wa.gov**.

Other agency or community-based programs to help families access medical care:

Washington Basic Health

This program provides health coverage to children or families in need (income limited). Basic Health can be contacted at: **1-800-660-9840**, or at P.O. Box 42683, Olympia, WA 98504-2683. More information is also available on their website: **www.basichealth.hca.wa.gov**.

Community Health Access Program (CHAP)

This program, operated by the Department of Public Health of Seattle and King County, assists families in obtaining free or affordable health care for their children. More information is available on their website at: **www.metrokc.gov/health/insurance/children.htm**, or at **206-296-4600**, TTY Relay: 711.



Frequently Asked Questions

Drug and Alcohol Treatment, and Mental Health Services

How can I get drug and alcohol treatment for myself or my child?

Many persons in need of help are referred by friends, family members, themselves, or employers, social, judicial, and health systems. Persons interested in finding out about services in their community can look under “Washington State Alcohol/Drug” in the Blue Pages of the telephone directory.

You can also call the Alcohol and Drug 24-Hour Help Line at **206-722-3700** (from Seattle or out of Washington State) or toll free at **1-800-562-1240** (from within Washington State) for crisis counseling or referral services. Looking for a publicly-funded youth treatment bed? Go to <http://theteenline.org/csatsite/index.html>, or call **1-877-345-8336**.

Persons interested in information on substance abuse may call the Washington State Alcohol/Drug Clearinghouse at **206-725-9696** (from Seattle or out of Washington State) or toll free at **1-800-662-9111** (from within Washington State).

If you or someone you know has a gambling problem, call the Problem Gambling Helpline at **1-800-547-6133**, any time from any place.

How can I get mental health services for myself or my child?

Washington’s mental health system provides care and treatment for all adults and children with severe and recurring mental illness, and operates a crisis response system for all Washington’s citizens.

The local mental health managed care plans, called the Regional Support Networks (RSNs), coordinate mental health services offered within their service area through contracts with community mental health agencies.

These services are available to everyone. Medicaid recipients are automatically enrolled.

To find your local RSN visit www.dshs.wa.gov/mentalhealth/rsnmap.shtml, or call the Mental Health Division Customer Support Center at **1-888-713-6010**.

If there is a life-threatening emergency, please call 911. If you or a family member is in crisis and is considering suicide, call the Suicide Prevention line at: **1-800-273-8255 TTY Users 1-800-799-4TTY (4889)**.



Frequently Asked Questions

Domestic Violence and Safety Concerns

How can I report domestic violence?

Call the Washington State Domestic Violence Hotline at **1-800-562-6025**. This hotline is also accessible to the deaf and non-English speaking individuals.

How can I find services for domestic violence?

To find help or locate a community program, contact Washington's Violence Against Women network at www.wavawnet.org. You can also find information about DSHS-contracted service providers, shelter programs and advocacy programs at: www.dshs.wa.gov/ca/dvservices/dvShelters.asp.

How can I find out when a perpetrator of a violent crime is released from a DSHS facility?

DSHS's victim/witness notification program works with victims and witnesses of violent crimes to notify them when offenders are released from a DSHS facility, and provide referrals to safety resources. This program can be reached at: **1-800-422-1536**, or DSHS: Victim/Witness Notification Program, P.O. Box 45130, Olympia, Washington 98504-5130. More information is also available on their website at: www.dshs.wa.gov/legrel/victimwitness.

How can I report child abuse?

Call DSHS Toll-Free at **1-866-ENDHARM (1-866-363-4276)**. You will speak with a person who will connect you to the direct number to make your report. This service operates 24 hours a day, seven days a week.

Other agency or community-based programs to help families maintain safety:

The Department of Community, Trade and Economic Development (CTED)

CTED's Office of Crime Victim's Advocacy advocates on behalf of victims to help them obtain services and resources. They can be reached at: **1-800-822-1067**. More information is also available on their website: www.cted.wa.gov/site/244/default.aspx, or Office of Crime Victims Advocacy, P.O. Box 48304, Olympia, WA 98504-8304.



Frequently Asked Questions

Employment

How can I get a job with DSHS?

Employment opportunities with DSHS can be found on the DSHS jobs page at www.dshs.wa.gov/hrd.

I am an individual with disabilities and want to work. How can I get assistance?

The Division of Vocational Rehabilitation (DVR) provides employment-related services to individuals with disabilities who want to work but need assistance. A DVR counselor works with each individual to develop a customized plan of services designed to help the individual achieve his or her job goal. More information is available by calling **1-800-637-5627** or visiting www.dshs.wa.gov/dvr.

Other agency or community-based programs that help individuals find jobs:

Employment Security Department (ESD)

ESD assists individuals in obtaining employment. Their website: www.wa.gov/esd/oes, also contains multiple links to other organizations that provide employment and other assistance to ex-offenders. A copy of their guide to employment for ex-offenders can also be requested from: **1-800-339-3981**, or Offender Employment Services, P.O. Box 9046 Olympia WA 98507



Frequently Asked Questions

Caring for Children

► Can I get help with my out of control teenager?

Family Reconciliation Services are available to families experiencing conflict with youth ages 13-17. Services to resolve crisis situations and stabilize families are available through your local Children's Administration office. Find more information on adolescent services or locate an office online at www.dshs.wa.gov/ca/services/srvsum.asp. You can also request help in obtaining such assistance by calling **1-866-363-4276**.

► How do I get assistance for my child who has a developmental disability?

The Division of Developmental Disabilities (DDD) helps with services for children who may be developmentally disabled. Contact the local DDD office and ask to apply for services. To find the DDD office in your area, call **360-725-3413** or visit www.dshs.wa.gov/ddd.

For concerns about development needs for children birth to three, contact the Infant Toddler Early Intervention Program at **360-725-3500**.

► How can I get support for the relative child I am caring for?

There are numerous supports available to relatives caring for a child of an incarcerated parent. DSHS operates a Kinship Caregivers Support Program (KCSP) in each county to help assist relatives and direct them to available resources. To find the KCSP in your county, go to: www.dshs.wa.gov/kinshipcare/benefits.shtml, and click on "Kinship Navigators." Or call **1-800-422-3263** to request a copy of the Relatives As Parents Program (RAPP) brochure.

Relative caregivers qualify for "non-needy TANF grants" through the CSOs, in order to support the children in their care. Other services available include medical coverage for children, emergency fund support for costs related to the care of a relative child, child care assistance, referrals to legal supports, and free and reduced cost food. Support groups in each county also provide assistance.



Frequently Asked Questions

▶ How can I work well with the child welfare system in order to help me reunite with my child?

If you are a parent who has been or is incarcerated, it is important that you maintain contact with your social worker in order to make sure that you continue to receive and complete court-ordered services, and participate in court hearings on your case. It is important to continue to follow court orders that state what services you must complete, and to work on participating in and completing those services to the best of your ability, due to state and federal laws that require services to be completed within a strict timeframe.

If you don't remember the name of the social worker who has your case, use the office locator to find the office for your area, and call the general number for that office. The office locator can be found at: www.dshs.wa.gov/geninfo/contact3.html#ca, under contact information for Children's Administration.

Children's Administration also publishes guides including "A Parent's Guide to Child Protective Services" and "A Relatives Guide to Child Welfare Services." Copies of these can be found on the following website: www.dshs.wa.gov/geninfo/pubs3.html#two.

If you do not have internet access, you can also call Children's Administration Constituent Relations at: **1-800-723-4831** for more information and assistance.

▶ How can I become a licensed foster parent?

Call the Statewide Foster Parent Recruitment hotline at **1-800-760-5340**.

▶ How do I adopt a child?

Families interested in adopting a child from foster care should enroll in pre-service training. Find more information online at www.dshs.wa.gov/ca/adopt/index.asp. You may also call your local Division of Children and Family Services office.

The purpose of the adoption program is to meet the permanency needs of children who are in the care and custody of DSHS and are not able to be reunited with their birth family. DSHS strives to find safe and stable families that can best meet the needs of the child. You may be able to adopt relative or non-relative children.

If you adopt a child with special needs from foster care, you may be able to receive ongoing financial and medical support. The adopted child must qualify under federal and state rules for that assistance.





Frequently Asked Questions

What happens to juvenile offenders committed to state facilities?

Youth who are committed to the state's custody are held in Juvenile Rehabilitation Administration (JRA) facilities. JRA's primary focus is on helping young offenders develop, mature, and become confident, competent, responsible adults. They achieve this through professional care utilizing an integrated treatment model that includes secure institutions, a military style basic training camp, minimum security community based residential facilities, and family focused parole aftercare. For more information about JRA's services, visit: www.dshs.wa.gov/jra/treatment. For information on JRA's Functional Family Parole program, contact: **360-902-7637**. For more information on the residential treatment and care program, contact: **509-363-4671**.

How can I help my child or the child in my care maintain contact or visit a parent in prison or jail?

Unless safety concerns prohibit contact, it is often helpful and beneficial for children and parents to maintain contact and visit during the period of the parent's incarceration. If you are working with child welfare, contact the child's social worker to ensure that they have the information necessary to arrange visitation. Additionally, there are resources available to provide and/or support visitation or contact. These resources are listed below:

The Department of Corrections (DOC)

DOC has a "Friends and Family" program that plans family events and activities at DOC prisons. Information and a copy of "The DOC Guide for Family and Friends of Incarcerated Offenders" which includes information on visitation facilities at different prisons may be found on their website at www.doc.wa.gov/family. They also have family services available when you have a relative under community supervision. For more information about those community-based services visit your local CSO or call the family services specialist in the region where your family member is under correctional supervision:

Southwest Washington and the Peninsula Region (360) 725-8761

Central and Northwestern Washington (206) 516-7625

Eastern Washington (509) 363-2737

If you have a family member held in a jail, contact the jail for more information on how to arrange contact. Each jail has different visitation procedures. Some information can also be found on each jail's website. A partial list of jail websites can be found at: www.dshs.wa.gov/incarcerated.

Frequently Asked Questions

Assisting Families of Inmates (AFOI)

AFOI provides tips on how to prepare a child for a visit with a parent in prison. Contact AFOI at **804-643-2401** or visit their website at **www.afoi.org**.

Rebuilding Families, Inc.

This organization helps bring children and families to visit loved ones in the prisons they work in. They also work with incarcerated mothers to help them transition out of prison successfully. They can be reached at: P.O. Box 2182, Gig Harbor WA 98335. Or visit their website for more information at: **www.rebuildingfamilies.org**.

Matthew House

This organization helps provide some transportation to prisons for visitation, and has a hospitality and visitation support house in Monroe, WA. They can be reached at: **360-794-8720**. Their website can be found at: **www.matthewhousemonroe.org**.

COMPASS

COMPASS provides mentoring, support groups, video/web visiting, support for communication between prison and home, parent education, re-entry support, information and referrals. Call: **509-527-3077**. Or write: Green Park School, Walla Walla, WA 99362

► How can I help my child or the child in my care maintain contact or visit a parent detained in a DSHS facility?

DSHS Special Commitment Center

Family counseling, support and visitation services are available to families who have a family member detained at the Special Commitment Center. More information can be found at: **www.dshs.wa.gov/hrsa/scc/Family.htm**. You can also call the visitation supervisor at **253-588-5281, x1872 or x1863**.

Western State Hospital

DSHS encourages appropriate contact and visitation with adults who are detained at Western State hospital. More information on procedures and hours can be found at: **www.dshs.wa.gov/mentalhealth/wshcfsvisitor.shtml**

Western State Hospital is located at:
9601 Steilacoom Blvd. SW
Lakewood, Washington 98498-7213
(253) 582-8900

Eastern State Hospital

DSHS encourages appropriate contact and visitation with adults who are detained at Eastern State hospital. More information on procedures and hours can be found at: **www.dshs.wa.gov/mentalhealth/eshfaq.shtml**





Frequently Asked Questions

Eastern State Hospital is located at:
P.O. Box 800, Maple Street
Medical Lake, WA 99022-0800
Phone: (509) 299-3121

► **How can I help my child or the child in my care get support while their parent is in jail or prison?**

Mentoring can significantly help children who are facing the incarceration of a parent. Mentors can help children adjust to their situation, process their feelings, and provide a supportive and trusted adult to help them make good decisions in their lives. Below is a list of mentoring programs that work with children of incarcerated parents:

Mentoring Children of Prisoners: Caregivers Choice

This program helps families access mentoring programs in their area, and provides financial assistance to some mentoring programs who are working with the children of prisoners. More information can be found at: **www.mentoring.org/find_resources/caregiverschoice**, or by calling **1-877-333-CHOICE**.

DSHS and the Statewide Mentoring Partnership

This partnership coordinates and provides funding and mentoring resources to families and agencies. More information can be found at: **www.dshs.wa.gov/youthmentoring**, or by calling: **360-902-7797**

Big Brothers, Big Sisters

Big Brothers Big Sisters offers a Children of Incarcerated Parents mentoring program. For more information email Big Brothers Big Sisters at **agencyinfo@bigsandlittles.org**, call **1-877-700-BIGS (2447)**, or visit their website at: **www.bbbs.org**.

Girl Scouts

The Girl Scouts Beyond Bars program works with girls with incarcerated mothers, providing support and transportation to visit and maintain contact. This program can be reached at: P.O. Box 900961, Seattle, WA 98109 Email: **info@girlscoutswa.org**, Phone: **1-800-767-6845**, Website: **www.girlscoutswa.org/aboutus/outreach**.

Volunteers of America (VOA)

VOA operates the Mentoring Children of Promise program, serving children with incarcerated parents. This program can be contacted at: VOA, P.O. Box 839 Everett, WA 98206, or by calling **425-259-3191 x2312 or x2486**. More information is also available on their website at: **www.voaww.org**.

Frequently Asked Questions

Volunteers of America Words Travel Family Connection

This program creates a bridge between these parents and their children. Parents read books onto tapes, which are then given to their children. The children not only hear their parent's voice, but they also learn to read as they follow along in the books provided by Words Travel Family Connection. This program can be reached at: **425-259-3191 x2312**. More information is also available on their website at: **www.voaww.org**, or P.O. Box 839, Everett, WA 98206-0839.

Goodwill Industries Inland Northwest (in partnership with other organizations)

This Mentoring Children of Promise program serves children of incarcerated parents in the greater Spokane area. This program can be reached at: **509-344-0169 or 509-444-4313**. More information is also available on their website at: **<http://mcp.esd101.net/contact/goodwill.html>**.

Children's Home Society

The Leave No Child Waiting Mentoring Project offers mentoring to children whose parents are currently or have been incarcerated in state correctional facilities. The Children's Home Society can be contacted at: **206-695-3200**.

IWASIL Boys and Girls Club

Provides mentoring to Native American children with incarcerated parents in the King County area, for more information call the program coordinator at **206-436-1857**, or 2524 16th Ave. S., Seattle, WA 98144.

Powerful Voices

This Seattle-based organization provides mentoring to young women in juvenile justice facilities, including young mothers. Powerful Voices can be reached at: 1620 18th Avenue, Suite 100, Seattle, WA 98122, Phone: **206-860-1026**.

Mentoring Children of Incarcerated Parents (MCIP)

This Walla Walla-based organization provides mentoring to children of incarcerated parents. More information can be found on their website: **www.wallawallafriends.org/MCIP.aspx**, or by calling **509-527-4745**.

How do I work with the schools and child care programs to help support my child or the child in my care?

The Office of the Superintendent of Public Instruction (OSPI) has a project to help address the needs of children of incarcerated parents in the school systems. For more information on that project, call **360-725-6251** or visit their website at: **www.k12.wa.us/Incarceratedparents**, Children of Incarcerated Parents Program, Old Capitol Building, P.O. Box 47200, Olympia, WA 98504.





Frequently Asked Questions

The Department of Early Learning (DEL) works with families to help provide early childhood education and child care. DEL is also working to help evaluate and improve services to children and families of incarcerated parents. More information can be found on the DEL website at: www.del.wa.gov. Information on DEL services can also be obtained by calling: **360-725-4665**.

► **My child's parent is a veteran, how can Veteran's Affairs help us?**

Washington State's Department of Veteran's Affairs has a program to work with incarcerated parents who are veterans in some areas. They also have a project to help children of veterans obtain counseling for trauma-related concerns. Children of incarcerated veterans may also be eligible for additional benefits, depending on the discharge status of the veteran. For benefits information call **1-800-562-2308**. For information on the counseling program, call the Veteran's Affairs Crisis Hotline at **1-800-273-TALK (8255)**.

► **What other organizations can I contact that work to address the needs of children and families of incarcerated parents?**

The Family and Corrections Network is a national organization that offers resources and referrals for kinship caregivers and others with incarcerated family members, including a directory of programs in each state. Contact the Network at **434-589-3036** or at www.fcnetwork.org, or 93 Old York Rd., Suite 1 #510, Jenkintown, PA 19046.

The Center for Children of Incarcerated Parents provides counseling and support services for prisoners and their families, training for incarcerated parents, caregivers of prisoners' children and professionals working with offenders. The Center can be reached at **626-449-2470** or at www.e-ccip.org, or P.O. Box 41-286, Eagle Rock, CA 90041

The National Institute of Corrections (NIC) offers extensive information and resources for prison inmates, including a website with a list of state and local programs for female offenders and their children. The list and other resources are available at **1-800-877-1461**, or www.nicic.org, or Information Center, 791 N. Chambers Rd., Aurora, CO 80011.

The Offender Preparation and Education Network, Inc (OPEN) provides self-help books and other parent and family resources for offenders and families of offenders. For more information call **972-271-1971** or visit their website at www.openinc.org, or P.O. Box 472223, Garland, TX 75047.

The San Francisco Children of Incarcerated Parents Partnership offers training, information and resources. More information can be found on their website: www.sfcipp.org. Or contact Nell Bernstein at nellbernstein@att.net or P.O. Box 293, 1563 Solano Avenue, Berkeley, CA 94707.

Frequently Asked Questions

Resources for Native American and Alaskan Native families



If you and/or the child in your care are Native American, services may be available to your family through tribes and/or urban Indian centers in Washington State. To determine if services are available through a tribe, contact your tribe and/or the tribal social service agency nearest to your home. Other agencies that may be of assistance are listed below:

The United Indians of All Tribes Foundation (UIATF) in Seattle offers head start and early head start, family social services and counseling and cultural programs for children and families. **206-285-4425, www.uiatf.org**

The Seattle Indian Health Board offers medical and dental care to children and adults. It accepts medical coupons and Indian Health Services (IHS) medical coverage. They also offer counseling, treatment and related services. **206-324-9360. www.sihb.org**

The N.A.T.I.V.E. Project in Spokane offers family support services, counseling, treatment and cultural connections to children and families. **509-325-5502**

Indian Health Service (IHS) clinics in your area can be found by calling the Portland Area Office at **503-222-4044**.



Frequently Asked Questions

Caring for Adults Who Are Aging or Disabled

How can I report abuse of an elderly person or adult with disabilities?

Call toll-free **1-866-ENDHARM (1-866-363-4276)**.
You do not have to give your name.

Even if you just suspect that abuse, neglect or financial exploitation is occurring, call for help. Adult Protective Services will investigate.

How can I get services for my grandmother who is not able to take care of all of her personal needs, such as cooking and cleaning, are there services available to assist her?

There are many services, programs and resources available to help an adult continue to live at home. Information is available online at **www.adsa.dshs.wa.gov/pubinfo/housing/inhome**.

Costs of these services can be paid either privately out-of-pocket or through private health insurance, Medicare or Medicaid.

How can I get my brother with disabilities into a licensed nursing care facility?

Visit **www.adsa.dshs.wa.gov/pubinfo/housing/other** for information on choosing one of the different types of homes or facilities where a person can live and get care services.

If the person will be using Medicaid, the nursing home, boarding home or adult family home must be licensed by DSHS and must accept Medicaid payments.

I want to find out what services are available for the elderly or persons with disabilities in my county. Where do I look?

Go to **www.adsa.dshs.wa.gov/Resources/clickmap.htm** and click on your county. You'll find contact information for your local Area Agency on Aging and other local organizations.



Frequently Asked Questions

Miscellaneous

Who do I talk to about problems encountered in applying for or receiving DSHS services?

Contact DSHS's Constituent Relations Office at:

DSHS Constituent Services

P.O. Box 45130

Olympia, WA 98504-5130

1-800-737-0617

Administration's Constituent Relations Offices

Children's Administration: For review of concerns regarding agency actions in Child Protective Services, foster care and adoption cases. Please have the child's name as well as the parent's whenever possible. **1-800-723-4831**, or P.O. Box 45701, Olympia, WA 98504.

Community Service Division: For questions regarding cash, food, childcare or medical assistance programs, WorkFirst, or concerns regarding local Community Services Offices or DEAP customer service call centers.

1-800-865-7801

Division of Child Support: For questions regarding child support issues. Please have the DCS case number or social security number and names of both parents whenever possible. **1-800-457-6202**, or P.O. Box 9162, Olympia, WA 98507-9162.

Health and Recovery Services Administration: For questions about Medicaid coverage, Healthy Options and Medicaid Policy

1-800-562-3022

How do I report welfare fraud?

If you suspect or have knowledge of welfare fraud, report it by using one of these methods:

- Call the welfare fraud hotline at **1-800-562-6906**
- Use the online complaint form at **www.dshs.wa.gov/fraud**
- Mail a written complaint to Welfare Fraud Hotline, P.O. Box 45817, Olympia, WA 98504-5817
- Fax a complaint to **360-438-8140**

How do I find information about DSHS Public Records?

Go to the DSHS Public Records page at **www.dshs.wa.gov/pubdis.shtml**.

Frequently Asked Questions

Mailing Addresses

If you do not have phone or internet access, you may write to maintain contact with your social worker, find out information regarding your case, ask about services, or request applications for services. You can also write to Constituent Relations (see page 18) regarding services in any DSHS administration.

Children's Administration: Division of Children and Family Services

It is important to maintain contact with your social worker. If you do not have their contact information or are unsure of who to speak with, you may write to the regional office nearest your home and they can direct your letter to the appropriate office. Please include your name and contact information, and the child or children's name(s).

Region 1: Spokane Region

1313 N. Atlantic St., Ste. 2000
Spokane, WA 99201

Region 2: Yakama Region

315 Holton Avenue, Suite 200
Yakima, WA 98902

Region 3: Everett Region

840 North Broadway Bldg. B,
Suite 540
Everett, WA 98201

Region 4: Seattle Region

100 West Harrison
South Tower, Suite 400
Seattle, WA 98109

Region 5: Tacoma Region

2121 South State Street
Tacoma, WA 98405

Region 6: Olympia Region

6840 Capitol Blvd., Bldg. 3
P.O. Box 45714
Tumwater, WA 98504-5714

Economic Services Administration: Community Services Division

The Community Services Division (CSD) operates Community Services Offices (CSOs) in many different neighborhoods and areas throughout the state. You can write to the address below for information and/or to find out what office you need to work with. Please include your location or the location of your family, your name and identifying information, if possible.

DSHS

Community Services Division

P.O. Box 45440

Olympia, WA 98599

Economic Services Administration: Division of Child Support

The Division of Child Support has multiple offices in each region of the state. If you have the contact information for the social worker on your child support case, write to that social worker. If you are unsure of who to contact, write to the address below to help determine which office you need to contact. Please include your name and location, the name of your child(ren), your DCS case number and relevant social security numbers if possible.

Division of Child Support

P.O. Box 11520

Tacoma, WA 98411

Things to Remember...

A current client about to call the local DSHS office will speed up the process by having this important information handy:

- Name
- Date of birth
- Client identification number

Of course, if you're not a client, you won't have an identification number.

If a DSHS client wants or needs to share information from his or her DSHS case files with another person, an Authorization to Disclose Records form must be completed and signed. A copy of that form is online at www.dshs.wa.gov/pdf/ms/forms/17_063.pdf. DSHS will verify the signature prior to releasing any information.



Washington State
Department of Social
& Health Services